

AMENDMENTS

In the Claims

1. **(Currently Amended)** An inter-module communication comprising:
~~customer relations management system information; and~~
a message, wherein
 said message comprises **[[said]]** customer relations management system
 information and other customer relations management system information,
 said customer relations management system information comprises at least one of
 agent information and work item information,
 said agent information comprises information regarding an agent,
 said work item information comprises information regarding a work item,
 said other customer relations management system information is other than said
 agent information and said work item information,
 said other customer relations management system information comprises at least
 one of a command, a request and a notification, and
at least a portion of said message is encoded in a markup language.
2. **(Currently Amended)** The inter-module communication of claim 1, wherein
~~said customer relations management system information comprises at least one of agent~~
~~information and work item information~~
said notification comprises at least one of notification of an event and autonomously
provided information.
3. **(Original)** The inter-module communication of claim 2, wherein
said customer relations management system information further comprises at least one of
 queuing information, statistical information, connection information and rule
 information.
4. **(Currently Amended)** The inter-module communication of claim 1, wherein

said **[[message]]** other customer relations management system information comprises **[[a]]** said command, said command configured to cause a module receiving said message to perform an operation.

5. **(Currently Amended)** The inter-module communication of claim 1, wherein said **[[message]]** other customer relations management system information comprises **[[a]]** said request, said request configured to cause a module receiving said message to reply with **[[other]]** requested customer relations management system information.

6. **(Currently Amended)** The inter-module communication of claim **[[1]]** 2 , wherein
said **[[message]]** other customer relations management system information comprises **[[a]]** said notification, said notification ~~comprising other customer relations management system information, said other customer relations management system information being~~ is generated by a module generating said message.

7. **(Currently Amended)** The inter-module communication of claim 1, wherein said message is communicated in order to **[[perform]]** cause a function to be performed, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

8. **(Original)** The inter-module communication of claim 7, wherein said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.

9. (Original) The inter-module communication of claim 7, wherein said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.
10. (Original) The inter-module communication of claim 7, wherein said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
11. (Original) The inter-module communication of claim 7, wherein said administrative function is one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.
12. **(Currently Amended)** An inter-module interface definition comprising: a message definition, wherein
 - said message definition defines a message **[[containing]]** comprising customer relations management system information and other customer relations management system information, [[and]]
 - at least a portion of said message is encoded in a markup language,
 - said customer relations management system information comprises at least one of agent information and work item information,
 - said agent information comprises information regarding an agent,
 - said work item information comprises information regarding a work item,
 - said other customer relations management system information is other than said agent information and said work item information, and

said other customer relations management system information comprises at least one of a command, a request and a notification.

13. **(Currently Amended)** The inter-module interface definition of claim 12, wherein

~~said customer relations management system information comprises at least one of agent information and work item information~~

said notification comprises at least one of notification of an event and autonomously provided information.

14. **(Previously Presented)** The inter-module interface definition of claim 13, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

15. **(Currently Amended)** The inter-module interface definition of claim 12, wherein

said message definition defines **[[a]]** said command, said command defined such that a module receiving said message performs an operation.

16. **(Currently Amended)** The inter-module interface definition of claim 12, wherein

said message definition defines **[[a]]** said request, said request defined such that a module receiving said message replies with **[[other]]** requested customer relations management system information.

17. **(Currently Amended)** The inter-module interface definition of claim 12, wherein

said message definition defines ~~a notification, said notification comprising other customer relations management system information, said other customer relations management system information~~ as being generated by a module generating said message.

18. **(Currently Amended)** The definition inter-module interface definition of claim 12, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
19. (Original) The inter-module interface definition of claim 18, wherein
said agent-related function defines one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.
20. (Original) The inter-module interface definition of claim 18, wherein
said work item-related function defines one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.
21. (Original) The inter-module interface definition of claim 18, wherein
said statistics-related function defines one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.
22. (Original) The inter-module interface definition of claim 18, wherein

said administrative function defines one of a UQOpenConnection command, a UQReopenConnection command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect command.

23. **(Currently Amended)** A method of inter-module communication comprising: forming a message, wherein
 said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
 at least a portion of said message is encoded in a markup language.

24. **(Currently Amended)** The method of claim 23, wherein
~~said customer relations management system information comprises at least one of agent information and work item information~~
said notification comprises at least one of notification of an event and autonomously provided information.

25. **(Original)** The method of claim 24, wherein
 said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

26. **(Original)** The method of claim 23, further comprising:
 communicating said message from a commerce server to a universal queuing system.

27. **(Currently Amended)** The method of claim 23, further comprising:
forming **[[a]]** said command, wherein said **[[message]]** other customer relations
management system information comprises said command and said command is
defined such that a module receiving said message performs an operation.
28. **(Currently Amended)** The method of claim 23, further comprising:
forming **[[a]]** said request, wherein said **[[message]]** other customer relations
management system information comprises said request and said request is
configured to cause a module receiving said message to reply with **[[other]]**
requested customer relations management system information.
29. **(Currently Amended)** The method of claim 23, further comprising:
forming **[[a]]** said notification, wherein said **[[message]]** other customer relations
management system information comprises said notification, and said notification
~~comprises other customer relations management system information, and said~~
~~other customer relations management system information~~ is generated by a
module generating said message.
30. **(Currently Amended)** The method of claim 23, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
31. **(Original)** The method of claim 30, wherein
said agent-related function is initiated by one of an AgentLogin command, an
AgentLogout command, an AgentInitAuBWork command, an
AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a
ChangeAgentSkill command, a RequestAgentState request, a
RequestAgentMediaMode request, a RequestSystemState request, a
RequestAgentWorkableList request, a RequestWorkItemAssignment request, a
RequestAgentWorkItemList request and a RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein
said work item-related function is initiated by one of an AddWorkItem command, a
RequestWorkItemStatus request, an AcceptWorkItem command, a
RejectWorkItem command, a CompleteWorkItem command, a
WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an
HoldWorkItem command, an UnHoldWorkItem command, a
BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent
command and a TransferWorkItemToRoute command.
33. (Original) The method of claim 30, wherein
said statistics-related function is initiated by one of a SetChannelStatInterval command, a
SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat
command and a GetSystemStatistics request.
34. (Original) The method of claim 30, wherein
said administrative function is initiated by one of a UQOpenConnection command, a
UQReopenConnection command, a UQInitRules command, a UQReplaceRules
command and a UQDisconnect command.
35. **(Currently Amended)** The method of claim ~~[[23]]~~ 30, further comprising:
sending said message.
36. (Previously Presented) The method of claim 35, further comprising:
receiving said message.
37. **(Currently Amended)** A computer system comprising:
a processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium, configured to cause said
processor to:
form a message, wherein

said message comprises customer relations management system
information and other customer relations management system
information,
said customer relations management system information comprises at least
one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other
than said agent information and said work item information,
said other customer relations management system information comprises
at least one of a command, a request and a notification, and
at least a portion of said message is encoded in a markup language.

38. **(Currently Amended)** The computer system of claim 37, wherein
~~said customer relations management system information comprises at least one of agent~~
~~information and work item information~~
said notification comprises at least one of notification of an event and autonomously
provided information.

39. **(Previously Presented)** The computer system of claim 38, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

40. **(Previously Presented)** The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:
communicate said message from a commerce server to a universal queuing system.

41. **(Currently Amended)** The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:

form **[[a]]** said command, wherein said **[[message]]** other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

42. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form **[[a]]** said request, wherein said **[[message]]** other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with **[[other]]** requested customer relations management system information.

43. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form **[[a]]** said notification, wherein
said **[[message]]** other customer relations management system information
comprises said notification, and
~~said notification comprises other customer relations management system~~
~~information, and~~
~~said other customer relations management system information~~ is generated by a
module generating said message.

44. **(Currently Amended)** The computer system of claim 37, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

45. **(Currently Amended)** The computer system of claim **[[37]]** 44, wherein said computer code is further configured to cause said processor to:
send said message.

46. **(Currently Amended)** A computer program product encoded in computer readable media, said computer program product comprising:

a first set of instructions, executable on a computer system, configured to form a message, wherein
 said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
 at least a portion of said message is encoded in a markup language.

47. **(Currently Amended)** The computer program product of claim 46, wherein ~~said customer relations management system information comprises at least one of agent information and work item information~~
said notification comprises at least one of notification of an event and autonomously provided information.

48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:
 a second set of instructions, executable on said computer system, configured to communicate said message from a commerce server to a universal queuing system.

50. **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form **[[a]]** said command, wherein said **[[message]]** other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

51. **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form **[[a]]** said request, wherein said **[[message]]** other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with **[[other]]** requested customer relations management system information.

52. **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to form **[[a]]** said notification, wherein
said **[[message]]** other customer relations management system information
comprises said notification, and
said notification ~~comprises other customer relations management system~~
~~information, and~~
~~said other customer relations management system information~~ is generated by a
module generating said message.

53. **(Currently Amended)** The computer program product of claim 46, wherein said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. **(Currently Amended)** The computer program product of claim ~~[[46]]~~ 53, wherein said computer program product further comprises:
a second set of instructions, executable on said computer system, configured to send said message.

55. **(Currently Amended)** An apparatus for inter-module communication comprising:
means for forming a message, wherein
said message comprises customer relations management system information and other customer relations management system information,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said agent information and said work item information,
said other customer relations management system information comprises at least one of a command, a request and a notification, and
at least a portion of said message is encoded in a markup language.

56. **(Currently Amended)** The apparatus of claim 55, wherein
~~said customer relations management system information comprises at least one of agent information and work item information~~
said notification comprises at least one of notification of an event and autonomously provided information.

57. **(Previously Presented)** The apparatus of claim 56, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

58. **(Previously Presented)** The apparatus of claim 55, further comprising:

means for communicating said message from a commerce server to a universal queuing system.

59. **(Currently Amended)** The apparatus of claim 55, further comprising:
means for forming **[[a]]** said command, wherein said **[[message]]** other customer relations management system information comprises said command and said command is defined such that a module receiving said message performs an operation.

60. **(Currently Amended)** The apparatus of claim 55, further comprising:
means for forming **[[a]]** said request, wherein said **[[message]]** other customer relations management system information comprises said request and said request is configured to cause a module receiving said message to reply with **[[other]]** requested customer relations management system information.

61. **(Currently Amended)** The apparatus of claim 55, further comprising:
means for forming **[[a]]** said notification, wherein said **[[message]]** other customer relations management system information comprises said notification, and said notification ~~comprises other customer relations management system information;~~
~~and said other customer relations management system information is generated by~~
a module generating said message.

62. **(Currently Amended)** The apparatus of claim 55, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

63. **(Currently Amended)** The apparatus of claim **[[55]]** 62, further comprising:
means for sending said message.

64. **(Previously Presented)** The apparatus of claim 63, further comprising:
means for receiving said message.

65. **(Currently Amended)** A method of inter-module communication comprising: receiving a message, wherein

said message comprises customer relations management system information and other customer relations management system information,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information,

said other customer relations management system information comprises at least one of a command, a request and a notification, and

at least a portion of said message is encoded in a markup language.

66. **(Currently Amended)** The method of claim 65, wherein

~~said customer relations management system information comprises at least one of agent information and work item information~~

said notification comprises at least one of notification of an event and autonomously provided information.

67. **(Previously Presented)** The method of claim 66, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

68. **(Previously Presented)** The method of claim 65, wherein

said receiving of said command occurs at a universal queuing system.

69. **(Currently Amended)** The method of claim 65, further comprising:

performing an operation in response to receiving **[[a]]** said command, wherein said **[[message]]** other customer relations management system information comprises said command.

70. **(Currently Amended)** The method of claim 65, further comprising:
 replying with ~~[[other]] requested~~ customer relations management system information in
 response to receiving said message, wherein said ~~[[message]] other customer~~
relations management system information comprises said request.

71. **(Currently Amended)** The method of claim 65, wherein
 said ~~[[message]] other customer relations management system information~~ comprises
~~[[a]] said notification, and~~
~~said notification comprises other customer relations management system information, and~~
~~said other customer relations management system information~~ is generated by a module
 generating said message.

72. **(Previously Presented)** The method of claim 65, wherein
 said message defines a function, and
 said function is one of an agent-related function, a work item-related function, a
 statistics-related function and an administrative function.

73. **(Currently Amended)** A computer system comprising:
 a processor;
 computer readable medium coupled to said processor; and
 computer code, encoded in said computer readable medium, configured to cause said
 processor to:
 receive a message, wherein
 said message comprises customer relations management system
 information and other customer relations management system
 information,
 said customer relations management system information comprises at least
 one of agent information and work item information,
 said agent information comprises information regarding an agent,
 said work item information comprises information regarding a work item,
 said other customer relations management system information is other
 than said agent information and said work item information,

said other customer relations management system information comprises
at least one of a command, a request and a notification, and
at least a portion of said message is encoded in a markup language.

74. **(Currently Amended)** The computer system of claim 73, wherein
~~said customer relations management system information comprises at least one of agent~~
~~information and work item information~~
said notification comprises at least one of notification of an event and autonomously
provided information.

75. **(Previously Presented)** The computer system of claim 74, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

76. **(Previously Presented)** The computer system of claim 73, wherein
said receiving of said command occurs at a universal queuing system.

77. **(Currently Amended)** The computer system of claim 73, wherein said computer
code is further configured to cause said processor to:
perform an operation in response to receiving **[[a]]** said command, wherein said
[[message]] other customer relations management system information comprises
said command.

78. **(Currently Amended)** The computer system of claim 73, wherein said computer
code is further configured to cause said processor to:
reply with **[[other]]** requested customer relations management system information in
response to receiving said message, wherein said **[[message]]** other customer
relations management system information comprises **[[a]]** said request.

79. **(Currently Amended)** The computer system of claim 73, wherein

said ~~[[message]]~~ other customer relations management system information comprises
~~[[a]]~~ said notification, and
~~said notification comprises other customer relations management system information, and~~
~~said other customer relations management system information~~ is generated by a module
generating said message.

80. (Previously Presented) The computer system of claim 73, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

81. (Currently Amended) A computer program product encoded in computer
readable media, said computer program product comprising:
a first set of instructions, executable on a computer system, configured to receive a
message, wherein
said message comprises customer relations management system information and
other customer relations management system information,
said customer relations management system information comprises at least one of
agent information and work item information,
said agent information comprises information regarding an agent,
said work item information comprises information regarding a work item,
said other customer relations management system information is other than said
agent information and said work item information,
said other customer relations management system information comprises at least
one of a command, a request and a notification, and
at least a portion of said message is encoded in a markup language.

82. (Currently Amended) The computer program product of claim 81, wherein
~~said customer relations management system information comprises at least one of agent~~
~~information and work item information~~
said notification comprises at least one of notification of an event and autonomously
provided information.

83. (Previously Presented) The computer program product of claim 81, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Previously Presented) The computer program product of claim 81, wherein said receiving of said command occurs at a universal queuing system.

85. **(Currently Amended)** The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to perform an operation in response to receiving **[[a]]** said command, wherein said **[[message]]** other customer relations management system information comprises said command.

86. **(Currently Amended)** The computer program product of claim 81, wherein said computer program product further comprises:

a second set of instructions, executable on said computer system, configured to reply with **[[other]]** requested customer relations management system information in response to receiving said message, wherein said **[[message]]** other customer relations management system information comprises **[[a]]** said request.

87. **(Currently Amended)** The computer program product of claim 81, wherein said **[[message]]** other customer relations management system information comprises **[[a]]** said notification, and
~~said notification comprises other customer relations management system information, and~~
~~said other customer relations management system information is generated by a module~~
generating said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. **(Currently Amended)** An apparatus for inter-module communication comprising:

means for receiving a message, wherein

said message comprises customer relations management system information and other customer relations management system information,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding an agent,

said work item information comprises information regarding a work item,

said other customer relations management system information is other than said agent information and said work item information,

said other customer relations management system information comprises at least one of a command, a request and a notification, and

at least a portion of said message is encoded in a markup language.

90. **(Currently Amended)** The apparatus of claim 89, wherein

~~said customer relations management system information comprises at least one of agent information and work item information~~

said notification comprises at least one of notification of an event and autonomously provided information.

91. **(Previously Presented)** The apparatus of claim 90, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92. **(Previously Presented)** The apparatus of claim 89, wherein

said receiving of said command occurs at a universal queuing system.

93. **(Currently Amended)** The apparatus of claim 89, further comprising:
means for performing an operation in response to receiving **[[a]]** said command, wherein
said **[[message]]** other customer relations management system information
comprises said command.
94. **(Currently Amended)** The apparatus of claim 89, further comprising:
means for replying with **[[other]]** requested customer relations management system
information in response to receiving said message, wherein said **[[message]]** other
customer relations management system information comprises said request.
95. **(Currently Amended)** The apparatus of claim 89, wherein
said **[[message]]** other customer relations management system information comprises
[[a]] said notification, and
said notification ~~comprises other customer relations management system information, and~~
~~said other customer relations management system information~~ is generated by a module
generating said message.
96. **(Previously Presented)** The apparatus of claim 89, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
97. **(Previously Presented)** The inter-module communication of claim 1, wherein
said customer relations management system information includes customer relations
management information.
98. **(Previously Presented)** The inter-module communication of claim 1, wherein
said customer relations management system information includes customer relations
management software information.